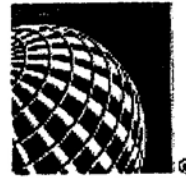


Continental Airlines



DATE: October 5, 2007

TO: Vanessa Cheatham (0618N)

FROM: Gladys Irizarry
Directors Assistant

RE: CUSTOMER INCIDENT REPORT

Risk Management has requested that you provide details of what you recall concerning the customer incident that is attached. If you do not have any knowledge of the incident, please state so and sign your name.

Please turn in your written, signed statement on the attached memorandum to my v-file no later than 14 days from the above date so that I can provide your response to Risk Management in a timely manner.

Thank you so much for your prompt attention to this matter.

YES I do Recall the Incident & Customer. This Customer was throughout the flight. Continue to be out of her seat when the seatbelt sign was on, and during turbulence. We asked her the entire flight to please take her seat. She ignored us consistently. I didn't see her get decent, again out of her seat during the announcement. I saw who it was that had

Max Kong Ding

To Gladys Irizarry,
EW R Inflight

On this flight I remember telling this passenger to take her seat when it got turbulent on the plane and the seatbelt sign came on. I remember some of the crew also telling her to take her seat. She was always getting up. This passenger never listened to any crew member to take her seat.

Lynne Rapchak
10949

TOTAL P.01

PAGE 31,246 CONTINENTAL AIRLINES FLIGHT NUMBER 0099 NAME DIMAGIBA P D I FOR 12JUN07 RUN DATE 14JUN07

/PHP/AS
HDQ RM 1B 17APR 0647Z

SSRADTK1SKK2. CO - PNR CANCELLED DUE TO EXPIRED TTL
SSRADTK1SKK2. CO - TTL HAS EXPIRED. PNR SUBJECT TO
SSRADTK1SKK2. CO - CANCELLATION ON 06JUN 2007/0236Z
SSRADTK1SKK2. CO - 2ND NOTICE PLZ TICKET BY 06JUN2007/0236Z
SSRADTK1SKK2. CO - OR PNR WILL AUTO CANCEL PER TTL RULE
OSI CO NXTM FC-JCB 002
OSI CO NXTM FC-NYC CO X/HKG Q100.00CZ CA N Q4.22 495.00RK148HXV CZ
OSI CO NXTM FC-X/HKG CO NYC Q100.00Q4.22 495.00RK148HXV NUC
OSI CO NXTM FC-1198.44END ROEL.00 XT7.00 XY5.00XA2.50AY11.80CN
OSI CO NXTM FC-4.50XFEWR4.5
OSI CO TKNO 0057051716830/1
OSI CO USE RK148HXV FARE CODE
OSI CO TKT IS NON END NON RTE VALD CO A ND CZ ONLY
SSROTHSCOCNLCZ306PERDUPEWZRLC JLD8G
SSROTHSCOCANCELEDDUETONOSHAT AIRPORT
MKS-TTL CODE 21 RULE 3006 PLEASE TICKET B Y 05JUN2007/1900Z
OR PNR WILL AUTO CANCEL PER TTL RULE
02 REMARKS ADDED BY CRC SU RI 05JUN 0258 Z D1F8F0
TTL CODE 21 RULE 3006 CANCELLED DUE TO EXPIRED TTL
02 REMARKS ADDED BY CRC SU RI 05JUN 1900 Z D1F8EF
TTL CODE 21 RULE 3006 TTL HAS EXPIRED
PNR SUBJECT TO CANCELLATION ON 06JUN2007/0236Z
02 REMARKS ADDED BY CRC SU RI 05JUN 2036 Z D1F8F2
REZ*AGENT ERROR AE01
02 REMARKS ADDED BY GGP SU HH 05JUN 2039 Z D177A4
HADV AGCY OK TO ISSUE PAPER TICKET W/O FEE DUE TO CZ E SYS
PROBLEM
02 REMARKS ADDED BY GGP SU HH 05JUN 2131 Z D177A4
CARS REACCOM CO99 13JUN EWRHKG QUBD 6/1 2/2007 6:38:48 PM
01 REMARKS ADDED BY WEE SU CA 12JUN 2238 Z D168CD
12JUN/WNTC/PER SYS CTRL/CO99/DLYD 2:09/ATC/PROT BKD
01 REMARKS ADDED BY FFC SU BD 13JUN 0020 Z D11159
HKG CO99/12JUN/EWRHKG ARVL //FLIGHT ATTENDANT REPORT//
BY ISM DANKU SHIRLEY H....PAX DING/RONG MS 21D WAS
INJURED X SHE FELL DOWN NEAR BY DOOR 3 DURING TURBULANCE
THEN WENT TO LAVATORY
WHILE ON FINAL DESCENT CREW MEMBER ALERTED THAT PAX 21D
WAS INJURED X WENT TO CHECK NEEDED SPEAKER TO AID USED
CREW MEMBER JASMING X WAS TOLD PAX FELL DURING TURBULANCE
IT APPEARS SHE DISLOCATED HER ELBOW X ALERTED CAPTAIN
AND IT WAS TOO LATE FOR MED LINK X HE TALKED TO OPS
MEDICS TO MEET THE PLANE X PAX IS FEMALE AGE-77
TRAVELLING WITH SON X END OF REPORT
11 REMARKS ADDED BY HKG AS IM 13JUN 1629 Z D803A9
THROUGH RADIO CAPT ADV 21D PAX WAS FAINT, X AMBULANCE
WAS ARRANGED AT SHIPSIDE UPON ARVL X PAX DING/RONGMS
CLAIMED SHE CANNOT MOVE HER ARM BUT SHE WAS NOT
UNCONSCIOUS AND AGREED TO GO TO ST MARGARET HOSPITAL
ASSIGNED STAFF TO ACCOMPANY N AFTER DOCTOR CONSULTATION
PAX NEEDED TO DO SURGERY DUE HER BONE NEAR ELBOW WAS BROKEN
CUSTOMER INCIDENT REPORT WAS PASSED TO HER SON
MR LIANG/SHUJI X OFFERED PANDA HOTEL WHICH LOCATED NEAR
HOSPITAL WITH SINGLE ROOM AND BREAKFAST X AS PER MR LIANG
RQ TO REBK CZ306/14JUN/HKGCAN FOR MSCN P ROTN...HKGKCO/SERENA
10 REMARKS ADDED BY HKG AS IM 13JUN 2012 Z D803A9
UNDF-SSRPSPTCOHK/\$O-LIANG/SHUJIMR\$N-LIANG/SHUJISD-P/148134415\$E-091129\$C-CN\$B-5707 25\$G-M|02.01
SSRPSPTCOHK/\$O-DING/RONGMS\$N-DING/RONGSD-P/309457094\$E-161127\$C-US\$B-300626\$G-F|01.01
1 CO 99V 12JUN EWRHKG HK 2 300P 650P
2 CZ 301M 11JUL CANHKG HK 1 825A 920A
3 CO 98V 11JUL HKGEWR HK 1 1025A 205P
4 ARNK
5 CZ 302M 14JUN HKGCAN HK 1 1020A 1055A
***** PNR HISTORY *****
AS CO 98M 11JULHKGGEWR DK/SS 2 1025A 205P
XL HDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/USD/AS
RCHDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/USD/AS
HDQ RM 1S 04JUN 2047Z CD5EB8 CO
XS CO 98M 11JULHKGGEWR HK/XX 2 1025A 205P
AS CO 98V 11JULHKGGEWR OB/SS 2 1025A 205P
RCVD-SL
VIL SU HQ 04JUN 2050Z D2281C CO
AS CZ 301M 11JULCANHKG HK/HK 2 825A 920A
XL HDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/USD/AS
RCHDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/USD/AS
HDQ RM 1S 04JUN 2058Z
X5 01 REMARKS ADDED BY VIL SU HQ 04JUN 2050Z D2281C

.... PNR.ABHRJQ CR04JUN 2045Z HDQ BY RM 1S
***1.1DING/RONGMS
FONE-NYC964-6530*A TOUR EAST/P212
NYC964-6530*TOUR EAST HOLIDAYS/P212
NYC964-6530*TOUR EAST HOLIDAYS/P212
NYC964-6530*A TOUR EAST/P212
NYC964-6530*TOUR EAST HOLIDAYS/P212
NYC964-6530*TOUR EAST HOLIDAYS/P212
RLOC-HDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/USD/AS
G FX-SSRADTK1SKK2. CO - PLEASE TICKET BY 05JUN2007/1900Z
SSRADTK1SKK2. CO - OR PNR WILL AUTO CANCEL PER TTL RULE
SSRADTK1SKK2. CO - 2ND NOTICE PLZ TICKET BY 05JUN2007/1900Z
SSRADTK1SKK2. CO - OR PNR WILL AUTO CANCEL PER TTL RULE

Redacted

PAGE 31,247 CONTINENTAL AIRLINES FLIGHT NUMBER 0099 NAME DING/ROM P D I FOR 12JUN07 RUN DATE 14JUN07

RCVD-TRE
CRC SU RI 05JUN 0258Z D1F8F0 CO
XS CO 98V 11JULHKGWHR HX/XX 2 1025A 205P
XS CO 99V 12JUNWRHKG HX/XX 2 300P 650P
RCVD-TRE - CANCELLED DUE TO EXPIRED TTL
CRC SU RI 05JUN 1900Z D1F8EF CO
AS CO 99V 12JUNWRHKG DK/SS 2 300P 650P
AS CO 98B 11JULHKGWHR DK/SS 2 1025A 205P
XL HDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/U
SD/AS
RCHDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US
/USD/AS
HDQ RM 1S 05JUN 2031Z CD5E90 CO
XS CO 98B 11JULHKGWHR HX/XX 2 1025A 205P
AS CO 98V 11JULHKGWHR OB/SS 2 1025A 205P
RCVD-EZR-2.25.15-JUDY
GGP SU HH 05JUN 2039Z D177A4 CO
AS CZ 302M 14JUNHKGCAN NN/SS 2 1020A 1055A
RCVD-EZR-2.25.15-FRC BD
FFC SU BD 13JUN 0020Z D11159 CO
SC CZ 306M 13JUNHKGCAN HK/NO 2 820P 910P
RCHDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US
/USD/AS
PEK RM CA 13JUN 0335Z
XN 1LIANG/SHUJIMR
RN CZ 301M 11JULCANHKG HK/HK 2 825A 920A
RN CO 98V 11JULHKGWHR OB/HK 2 1025A 205P
RN CZ 302M 14JUNHKGCAN NN/HK 2 1020A 1055A
XL HDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US/U
SD/AS
RCHDQ1SCUBKAY/2CQ2/33881993/LGA/1S/T/US
/USD/AS
PEK RM CA 14JUN 0236Z
.... QUEUE HISTORY
LO99/12JUNWR-QUBH43
-*** SU CA 12JUN2238Z D168AF WEE/**
QEP/UBH/70
-*** SU CA 12JUN2238Z D168CD WEE/**
E
-UBH SU BD 13JUN0020Z D11159 FFC/70
SYSQ/TWD/88
-INCOM TTY 14JUN0236Z

Redacted

Redacted

AFFIDAVIT OF MAILING

STATE OF NEW YORK)
 ss.:
COUNTY OF NEW YORK)

LINDA ARCARA, being duly sworn, deposes and says:

That I am not a party to this action, am over the age of 18 years and reside in Bayside, New York.

That on the 26th day of November 2007, I served a true copy of DEFENDANT CONTINENTAL AIRLINES, INC'S RESPONSE TO AUTOMATIC DISCLOSURE PRIOR TO DISCOVERY in the following manner:

By mailing the same in a sealed envelope, with postage prepaid thereon, in an official depository of the U.S. Postal Service within the State of New York, addressed to the last known of the addressee(s) as follows:

RICK J. RUTMAN, ESQ.
POPICK, RUTMAN & JAW
276 Fifth Avenue, Suite 704
New York, New York 10001

Sworn to before me this
26th day of November 2007

_____/s/_____
Linda Arcara

_____/s/_____
Notary Public

GEORGE P. McKEEGAN
Notary Public, State of New York
No. 02MC6131547
Qualified in Westchester County
Commission Expires August 8, 2009